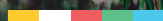


POWER *of*
PROCESS



The Power of Process Champion Program (Blended)

LabVine™

PROGRAM:

POWER *of* PROCESS

CHAMPION



Program purpose

The purpose of the program is to equip the learner with an in-depth understanding of laboratory processes, how it relates to laboratory performance, identify performance problems and propose corrective actions.



Program duration

- 19 Hours e-learning (asynchronous)
- 4 Hours facilitated sessions
- 5 Hours assessment

Program content

1. The 8 Principles of Laboratory Performance.
2. Laboratory process mapping.
3. Introduction to modelling and simulation.

Requisites to earn the certificate

Individuals will receive a certificate on submission of their completed task book and the successful completion of a summative assessment.

Special requirements

Must be proficient in using a computer and MS Office.

Fees, deadlines, cancellation and refund policies

Please contact us for our policy.

Accreditations

- 24 Contact Hours – American Society for Clinical Laboratory Science (PACE)
- 24 CEUs – Level 1 Society of Medical Laboratory Technologists of South Africa (SMLTSA)
- 24 Hour Credits - Royal College of Pathologists.

Commercial support disclosure

Power of Process Champion is a product of Power of Process (Pty) Ltd.

Inferences

Power of Process Champion

The learner will have an in-depth understanding of laboratory processes, how it relates to laboratory performance, identify performance problems and propose corrective actions.

Program scope

The Power of Process Champion program addresses the following knowledge areas:

- Linking laboratory strategy with the performance of operations.
- Collect laboratory performance data and map processes using Business Process Modelling and Notation (BPMN).
- Identification of improvement opportunities and solutions.



Learning objectives and outcomes

The objectives of the Power of Process Champion program are to:



LEARNING OBJECTIVE 1:

Link the strategic objectives of the laboratory with the actual performance of the laboratory operations.

Learners will discover and gain insights about:

- ✓ The macro environment, the impact on the health ecosystem, the impact on the lab and the case for change.
- ✓ How changes in the macro environment impacts lab strategy and how operations can help the lab to achieve its strategic objectives.
- ✓ The 8 Principles and how it can help the laboratory to improve performance in a structured way.
- ✓ The impact of uncertainty in making decisions and how decision support can help to mitigate risk.

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LEARNING OBJECTIVE 2:

Analyse the laboratory process boundary and break it down into its functional areas, work areas, manning points and activities.

Learners will discover and gain insights about:

- How The 8 Principles of Laboratory Performance can be used in combination with the Performance Innovation Cycle to understand the laboratory process and its functional components.
 - Defining current performance; future performance and the performance delta.
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LEARNING OBJECTIVE 3:

Gather performance data and link it to actual activities, creating transparency and visibility across the laboratory.

Learners will discover and gain insights about:

- Data and data sources.
 - Data collection and collection plans.
 - Data gathering.
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LEARNING OBJECTIVE 4:

Translate the physical laboratory operation into a Level 2 Process map using Business Process Modelling and Notation (BPMN).

Learners will discover and gain insights about:

- Process and process maps.
 - Demystify the components of BPMN.
 - Translating process into process maps using swim lanes, phases, activities, events, gateways and annotation.
 - Using a flowcharter.
 - The purpose of simulation and simulation process.
 - Validating and verifying the model.
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LEARNING OBJECTIVE 5:

Identify performance improvement opportunities and suggest methods to mitigate or eliminate performance problems.

Learners will discover and gain insights about:

- Using KPI's and KPI Reports to define current performance.
- Using benchmarking to define future performance.
- Identification of waste and other performance problems.
- Improving performance – Change Impact Assessments.

Qualification of instructional personnel



Andre Gouws

Chief Operating Officer

Andre Gouws is the COO of Power of Process. He holds a degree in electrical engineering with an international diploma in teaching and training. He has completed the Management Advanced Program through Wits Business School and is a certified NQF assessor, moderator and workplace coach. He has 25 years' experience in learning and development and has designed, developed and delivered various training programs across diverse disciplines internationally. He has managed and led large virtual corporate teams across South Africa and has sound experience in human resource management, budget setting and control, performance management and improvement and restructuring processes.

